

# Freedom of Information Request

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Reference Number: EPUT.FOI.19.1220  
Date Received: Legal Team

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## Information Requested:

Patient Experience Team

1. Who provides your Friends & Family Test, or is it done in-house?  
Formic
  2. Do you use a real time reporting tool?  
No.
  3. When does the contract end?  
June 2020.
  4. What is the annual value (£) of contract?  
**The Trust believes that this information is of commercial interest and may prejudice either the supplier or the Trust. The Trust is therefore applying Section 43 of the Act (Commercial Interests)\*.**
  5. Do you do localised surveys?  
Yes.
  6. If so, who do you do use?  
**They are run in conjunction with our Friends and Family Test.**
  7. How are these surveys delivered?  
SMS  
Online / tablet  
Paper  
Kiosk  
Paper and online
  8. Do you use a real time reporting tool?  
No.
  9. When does the contract end?  
June 2020.
  10. What is the annual value (£) of contract?  
The Trust believes that this information is of commercial interest and may prejudice either the supplier or the Trust. The Trust is therefore applying Section 43 of the Act (Commercial Interests)\*.
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**\* Section 43: Commercial interests**

- (1) Information is exempt information if it constitutes a trade secret.
- (2) Information is exempt information if its disclosure under this Act would, or would be likely to; prejudice the commercial interests of any person (including the public authority holding it).
- (3) The duty to confirm or deny does not arise if, or to the extent that, compliance with section 1(1)(a) would, or would be likely to, prejudice the interests mentioned in subsection (2).

**Publication Scheme:**

As part of the Freedom of Information Act all public organisations are required to proactively publish certain classes of information on a Publication Scheme. A publication scheme is a guide to the information that is held by the organisation. EPUT's Publication Scheme is located on its Website at the following link <https://eput.nhs.uk>